

# BMCW Complaint Resolution & Customer Satisfaction Trends

2<sup>nd</sup> Semi-Annual Report

July 1, 2013 – December 31, 2013

&

Trends Data

Jan 1, 2011 – December 31, 2013

**Prepared by:**

Wisconsin Department of Children and Families

Division of Management Services

Bureau of Performance Management

Performance Review and Evaluation Section



WISCONSIN DEPARTMENT OF  
CHILDREN AND FAMILIES

**Semi-Annual – (July - December 2013)**  
**Complaint Totals**

The Bureau of Milwaukee Child Welfare (BMCW) implemented a complaint resolution process on October 1, 2010.

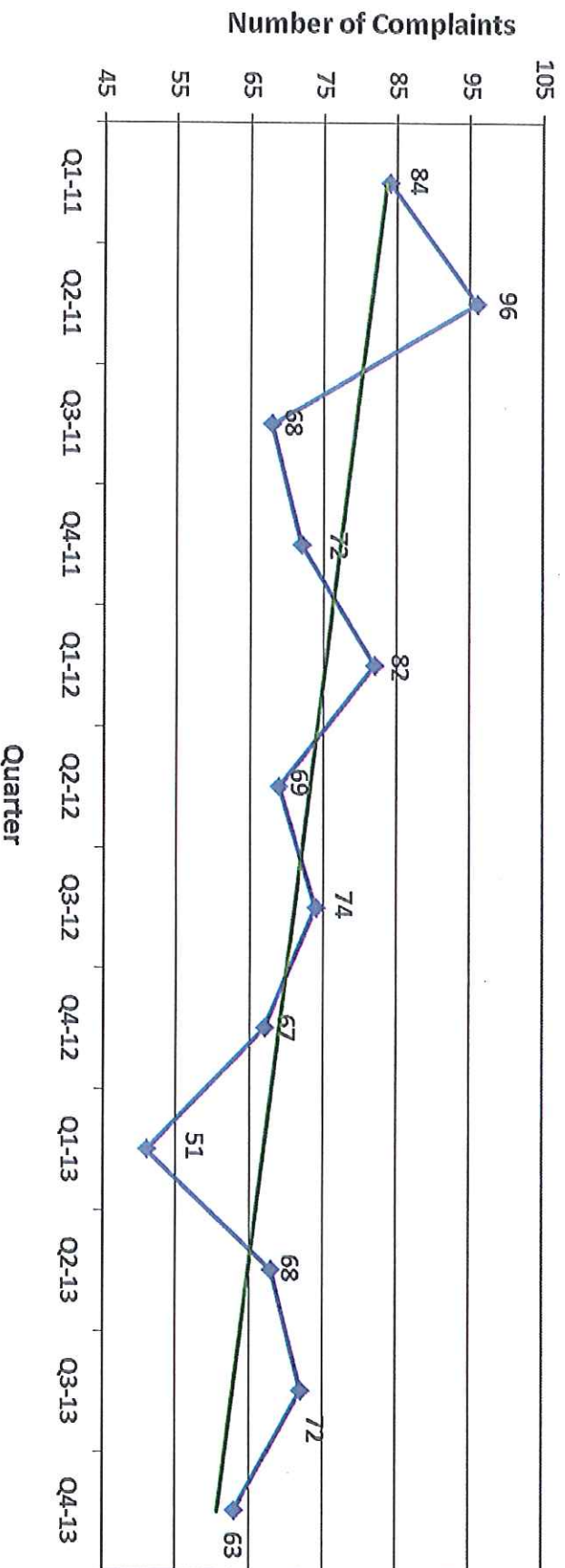
The objective of this process is to resolve client complaints effectively and efficiently.

The Performance Review and Evaluation Section (PRES) within the Bureau of Performance Management (BPM) monitors the data to identify patterns or trends among the complaints.

- Between July 1, 2013 and December 31, 2013 there were 123 unique (i.e. not repeat) complainants who raised a total of 135 complaints.

**Trending – (January 2011 – December 2013)**  
**Complaint Totals**

**Number of Complaints by Quarter (Q1-2011 - Q4-2013)**

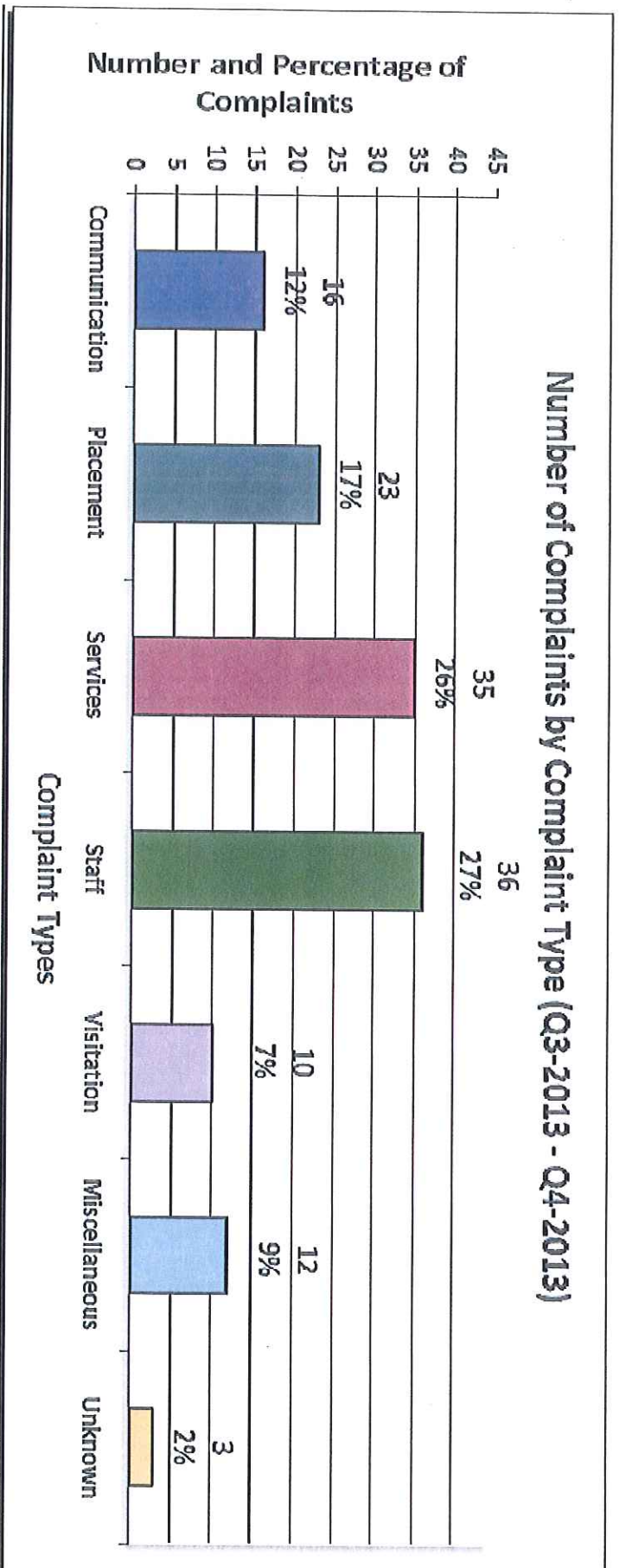


Quarter	Q1-11	Q2-11	Q3-11	Q4-11	Q1-12	Q2-12	Q3-12	Q4-12	Q1-13	Q2-13	Q3-13	Q4-13	Total
Complaints	84	96	68	72	82	69	74	67	51	68	72	63	866

- Between Q1-11 and Q4-13:
  - 813 unique complainants generated a total of 866 complaints (blue line).
  - Average of 1.1 complainants per complainant.
  - The number of complaints per quarter shows a downward trend (green line).

Semi-Annual – (July – December 2013)

Number of Complaints by Complaint Type



- The greatest number of complaints 36 (27%) is regarding staff (green bar).
- Services (maroon bar) and staff (green bar) together made up 71 (53%) of complaints.

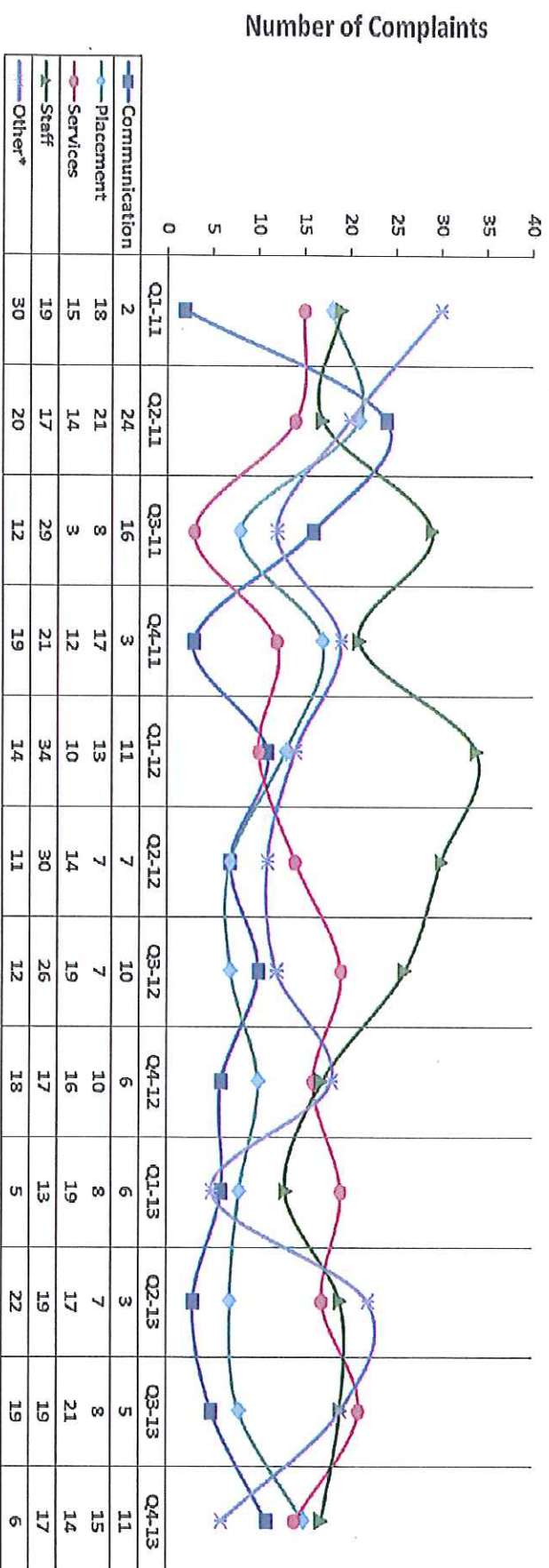
**Complaint Type Key:**

<b>Complaint Type</b>	<b>Examples</b>
<b>Communication</b>	Complainant states that they did not receive telephone call, correspondence or proper information about process, next steps, etc. Lack of understanding of process.
<b>Placement</b>	Complainant disputes the placement of child with relative or foster parent. Complainant is not happy with any outside placement and wants the child returned.
<b>Services</b>	Complainant is in need of services, resources, or documentation to complete a goal, process, or meet basic needs.
<b>Staff</b>	Complainant is displeased with the interaction they experienced with staff members. This could be the case worker assigned, management, access worker, etc.
<b>Visitation</b>	Complainant is having difficulties with the visitation schedule. The visitation has been terminated, suspended or is not meeting the needs of the Complainant.
<b>Miscellaneous</b>	Complaint does not fall within any of the above mentioned types.
<b>Unknown</b>	The complainant did not describe problem.



**Trending – (January 2011 – December 2013)**  
**Complaints by Complaint Type (Numbers)**

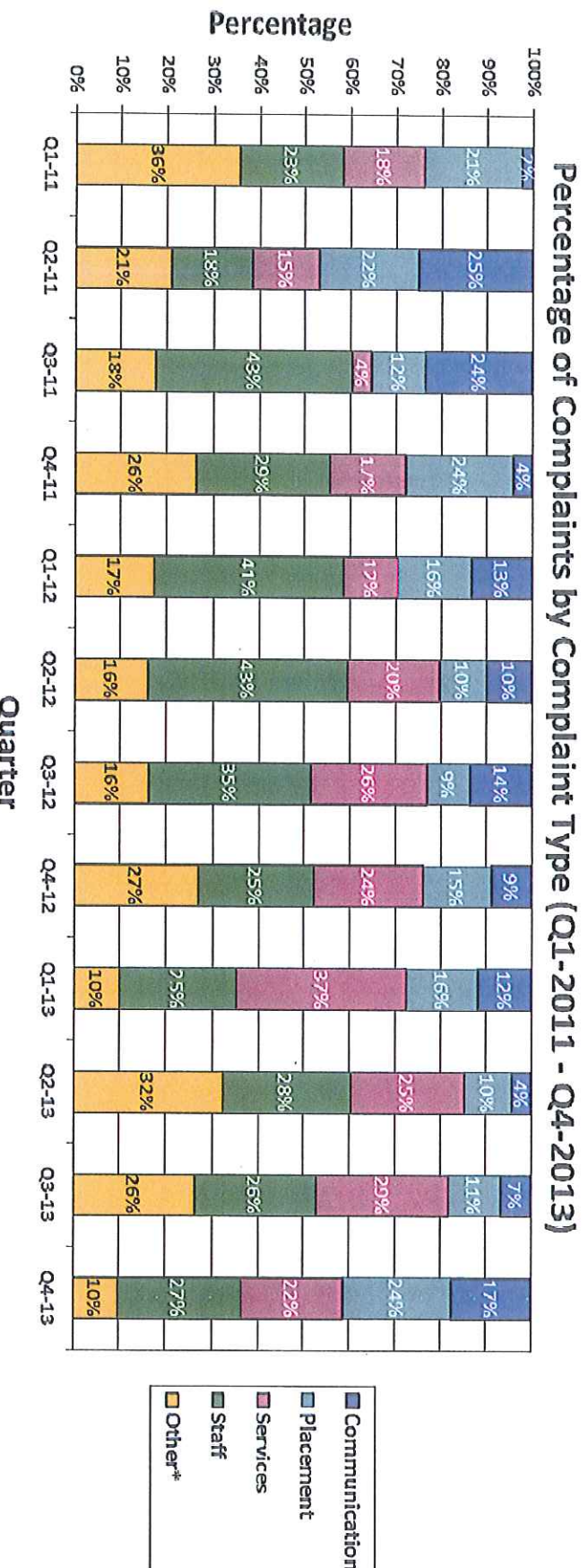
**Number of Complaints by Complaint Type (Q1-2011 - Q2-2013)**



\*Other is a combination of Visitation, Miscellaneous and Unknown complaint types.

- Q2-11 to Q2-13 quarterly numbers of communication complaints (blue line) have been decreasing.
- Q3-11 to Q3-13 quarterly numbers of service complaints (maroon line) have been increasing.
- Complaints regarding staff (green line) have gone down over time but remain one of the most common complaint types.

**Trending – (January 2011 – December 2013)**  
**Complaints by Complaint Type (Percentages)**



\*Other is a combination of Visitation, Miscellaneous and Unknown complaint types.

- Q1-11 through Q1-12:
  - Staff (green) and Placement (aqua) complaints together maintained the greatest number of complaints.
- Q2-12 through Q3-13:
  - Staff (green) and Service (maroon) related complaints together maintained the greatest number of complaints.
- With the exception of Q1-13 and Q3-13 the greatest percentage of complaints were concerning staff (green).

## Semi-Annual – (July – December 2013)

### Type of Complaints by Complainant Type

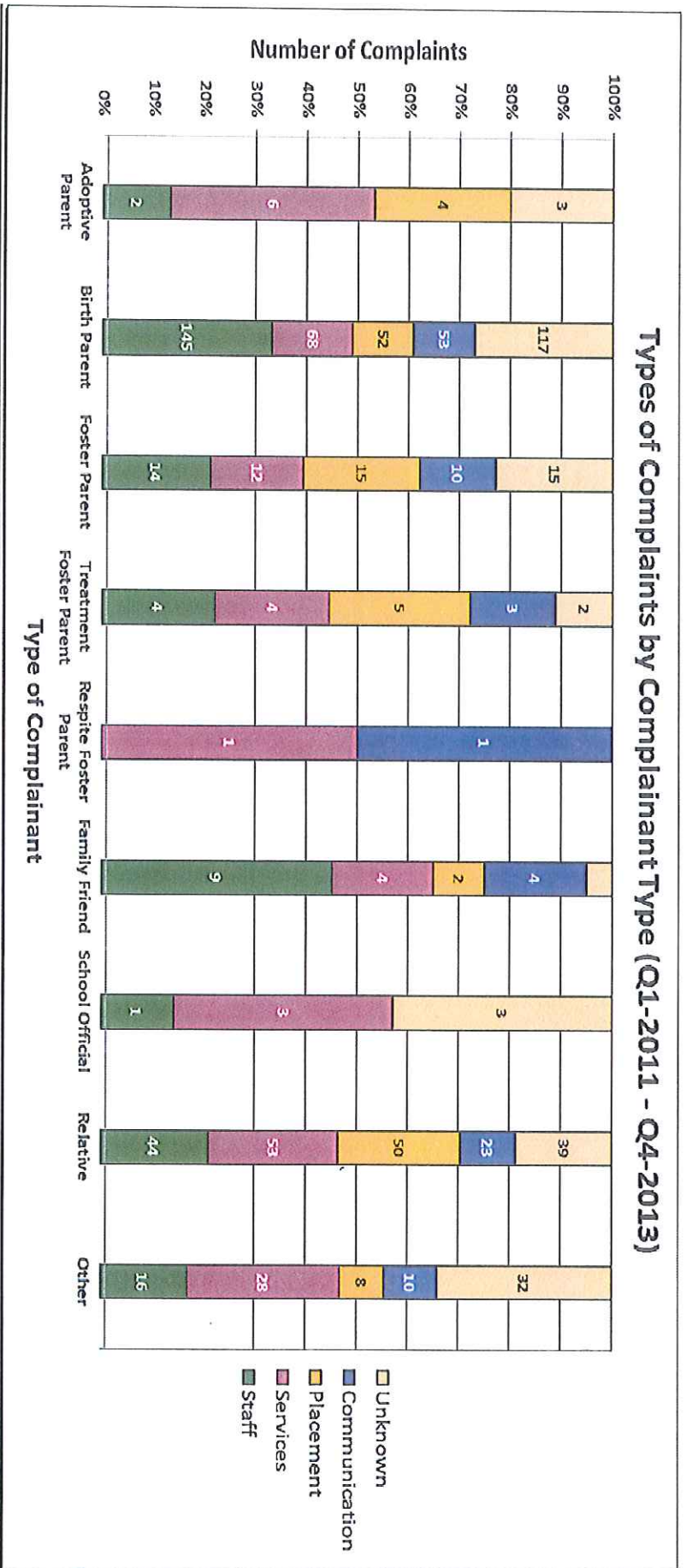
Types of Complaints by Complainant Type* Semi-Annual (July 1, 2013 – December 31, 2013)								
Complainant Type	Communication	Placement	Services	Staff	Visitation	Miscellaneous	Unknown	Total
Adoptive Parent	0	0	0	0	0	0	0	0
Birth Parent	9	9	11	18	6	5	1	59
Foster Parent	0	1	2	3	0	0	0	6
Treatment Foster Parent	0	1	0	1	0	0	0	2
Respite Foster Parent	0	0	0	0	0	0	0	0
Family Friend	0	0	0	0	0	0	0	0
School Official	0	0	0	1	0	0	0	1
Relative	5	11	15	10	4	3	0	48
Other	2	1	7	3	0	4	2	19
<b>Total</b>	<b>16</b>	<b>23</b>	<b>35</b>	<b>36</b>	<b>10</b>	<b>12</b>	<b>3</b>	<b>135</b>

\*Includes multiple complaints by same complainant.

- Complainants who called most frequently 59 of 135 (44%) were birth parents.
- The majority of the complaints from birth parents, 18 of 59 (31%) were concerning staff.
- In the first half of 2013, the majority of complaints from birth parents, 19 of 54 (35%) were also concerning staff.



**Trending – (January 2011 – December 2013)**  
**Types of Complaints by Complainant Type**



\*Unknown is a combination of Visitation, Miscellaneous and Unknown complaint types.

- Q1-2011 through Q4-2013:
  - Birth parents generated the greatest number 435 (50%) of 866 complaints.
    - The majority of these complaints 145 (33%) were concerning staff (green).
  - Relatives generated the second greatest number 209 (24%) of 866 complaints.
    - The majority of these complaints 53 (25%) were concerning services (maroon).

## Semi-Annual – (July – December 2013)

### Repeat Complainants and Complainant Type

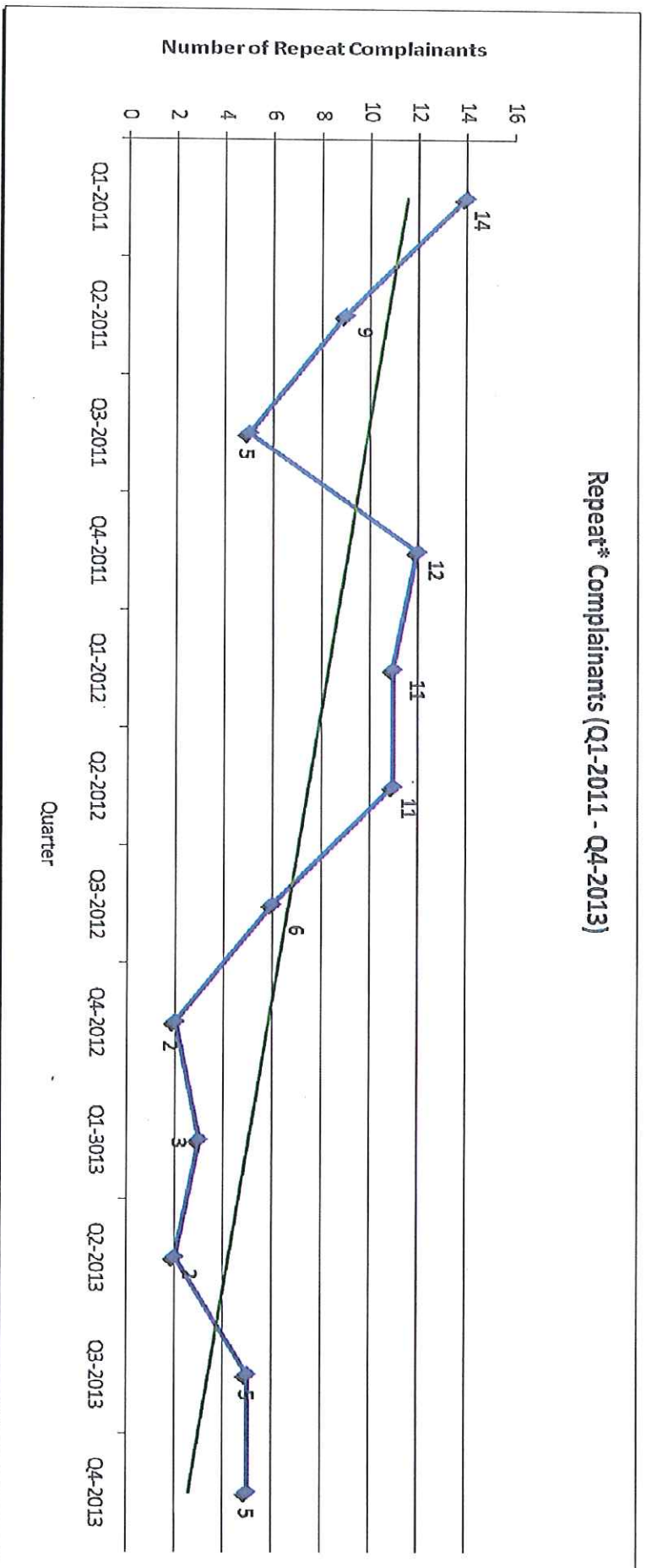
Repeat complainants are individuals who lodge a complaint more than once within the reporting period.

Between July 1 and December 31, 2013 there were **10 repeat complainants** who generated a total of **23 complaints**.

- 10 of the 23 complaints were duplicate complaints; 13 were unique.
- 13 of the 23 complaints were registered by birth parents; 10 were registered by relatives.

## Trending – (January 2011 – December 2013)

### Repeat Complainants



\*A repeat complainant is someone who registers two or more complaints in a quarter.

- Q1-2011 through Q4-2013:
  - Data reflects a downward trend (green line) in the number of repeat complainants (blue line) per quarter.

## Semi-Annual – (July – December 2013)

### Type of Complaints by Program Area

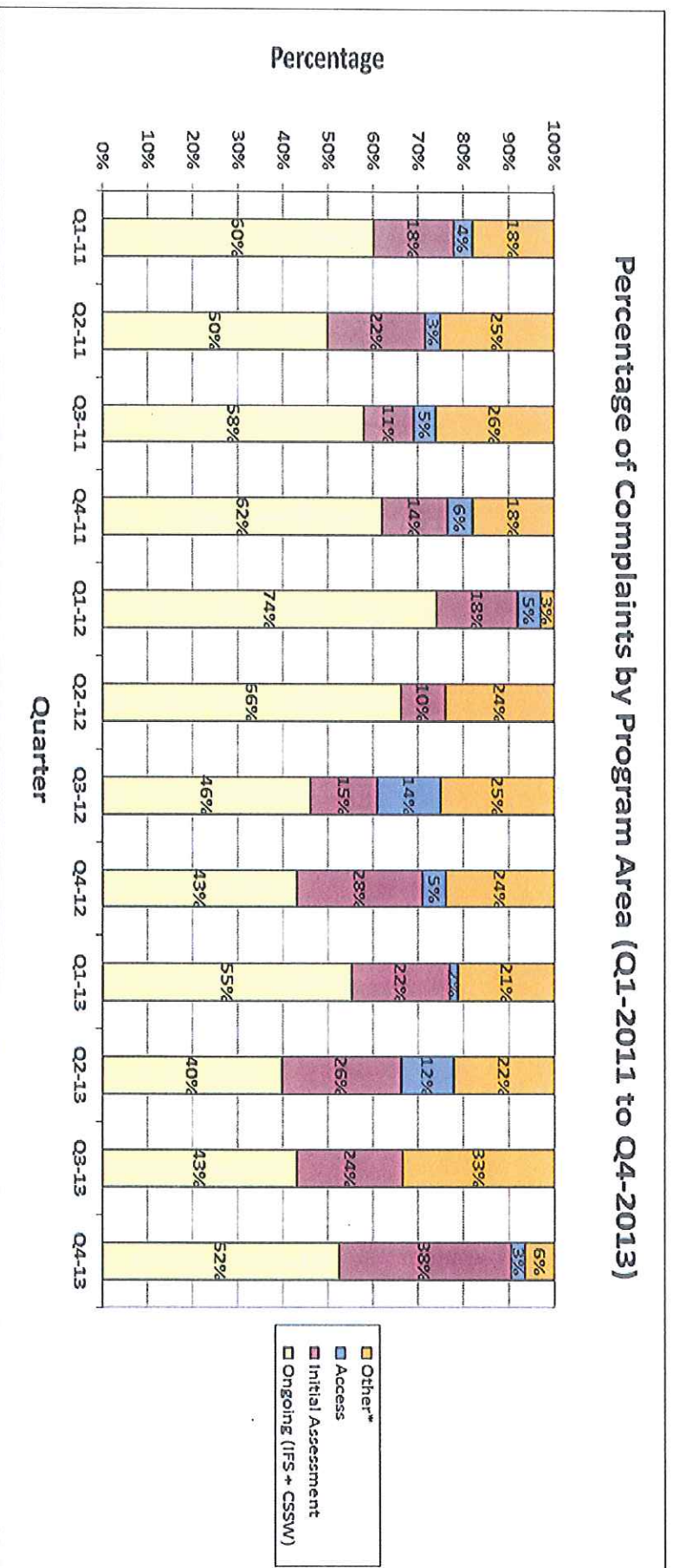
Complaints were recorded according to the type of complaint and the program area/agency that is associated with each individual complaint.

Types of Complaints by Program Area Semi-Annual (July 1, 2013 – December 31, 2013)								
Program Area	Communication	Placement	Services	Staff	Visitation	Miscellaneous	Unknown	Total
Access	0	0	2	0	0	0	0	2
Child Support/W2	0	0	0	0	0	0	0	0
Initial Assessment	10	8	8	14	0	1	0	41
Intensive in Home Services CSSW	1	0	1	0	0	0	0	2
Intensive In Home Services IFS	0	0	1	0	0	0	0	1
CSSW Ongoing	2	9	4	11	6	1	0	33
IFS Ongoing	2	4	9	11	4	0	1	31
CSSW Licensing	0	0	2	0	0	0	0	2
IFS Licensing	0	0	0	0	0	0	0	0
Other Licensing	0	0	0	0	0	0	0	0
Other Agency	0	0	0	0	0	0	0	0
Unknown	1	2	8	0	0	10	2	23
<b>Total</b>	<b>16</b>	<b>23</b>	<b>35</b>	<b>36</b>	<b>10</b>	<b>12</b>	<b>3</b>	<b>135</b>

- Q3-2013 through Q4-2013:
  - Initial Assessment received the greatest number 41 (30%) of 135 complaints.
  - Between the two agencies 64 (47%) of 135 complaints were concerning ongoing services.



**Trending – (January 2011 – December 2013)**  
**Percentage of Complaints by Program Area**



\*Other is a combination of Child Support/W2, Intensive In-Home Services, Licensing, Other Agency and Unknown program areas.

- Q1-2011 through Q4-2013:
  - Ongoing Services (yellow bar) has consistently received the largest percentage of complaints.
  - The average percentage distribution of all complaints received over this time period:
    - Ongoing (yellow) = 54%, Initial Assessment (purple bar) = 21%, Access (blue bar) = 5%.
  - Initial Assessment complaints (purple bar) have increased over time from 18% to mid-20% in 2013 to a high of 38% in Q4-2013.

## **Semi-Annual – (July – December 2013)**

### **Resolution Status**

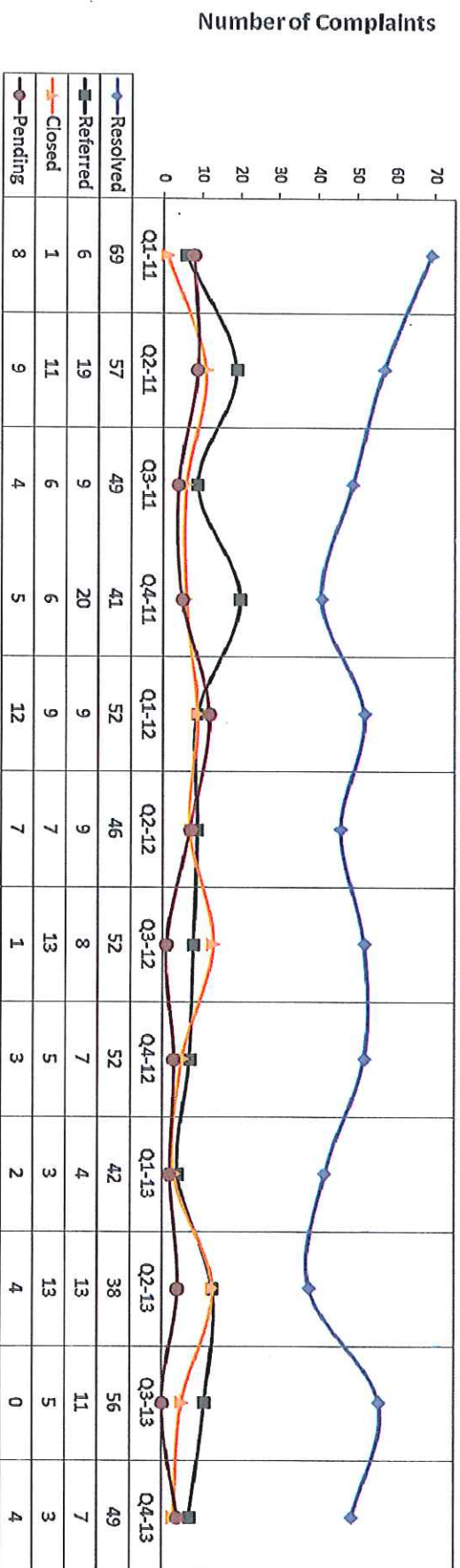
The BMCW Client Rights Specialist is the point of contact if the complainant has already tried to resolve their issue with the worker and supervisor.

- Resolved: (105) complaints were resolved. Complaints are considered resolved after the Client Rights specialist has exhausted/contacted all appropriate contact resolution resources.
- Pending: (4) complaints were pending resolution. Pending complaints include complaints that are in the process of being addressed at the end of each month.
- Referred: (18) complaints were referred to other agencies or to agency staff members. Referred complaints include complaints directed to the appropriate staff person or outside agency in the case of a misdirected complaint.
- Closed: (8) complaints did not complete the resolution process. Complaints are considered closed after the agency has exhausted all resources to contact the complainant and there is no response from the complainant within 10 business days.

Resolution Status (July 1, 2013 – December 31, 2013)					
	Resolved	Pending	Referred	Closed	Total Calls Processed
Total	105	4	18	8	135

## Trending – (January 2011 – December 2013) Resolution Status

Complaint Resolution Status (Q1-2011 - Q4-2013)



- Q1-2011 through Q4-2013 there were a total of 866 complaints
  - 603 (70%) were resolved (blue line); Quarterly average of 50 complaints.
  - 122 (14%) were referred (green line) to other agencies or staff person; Quarterly average of 10 complaints.
  - 82 (9%) were closed (orange line) without additional contact from the complainant; Quarterly average of 7 complaints.
  - 59 (7%) were pending (red line); Quarterly average of 5 complaints.



**Semi-Annual – (July – December 2013)**  
**Range of Days to Complaint Resolution**

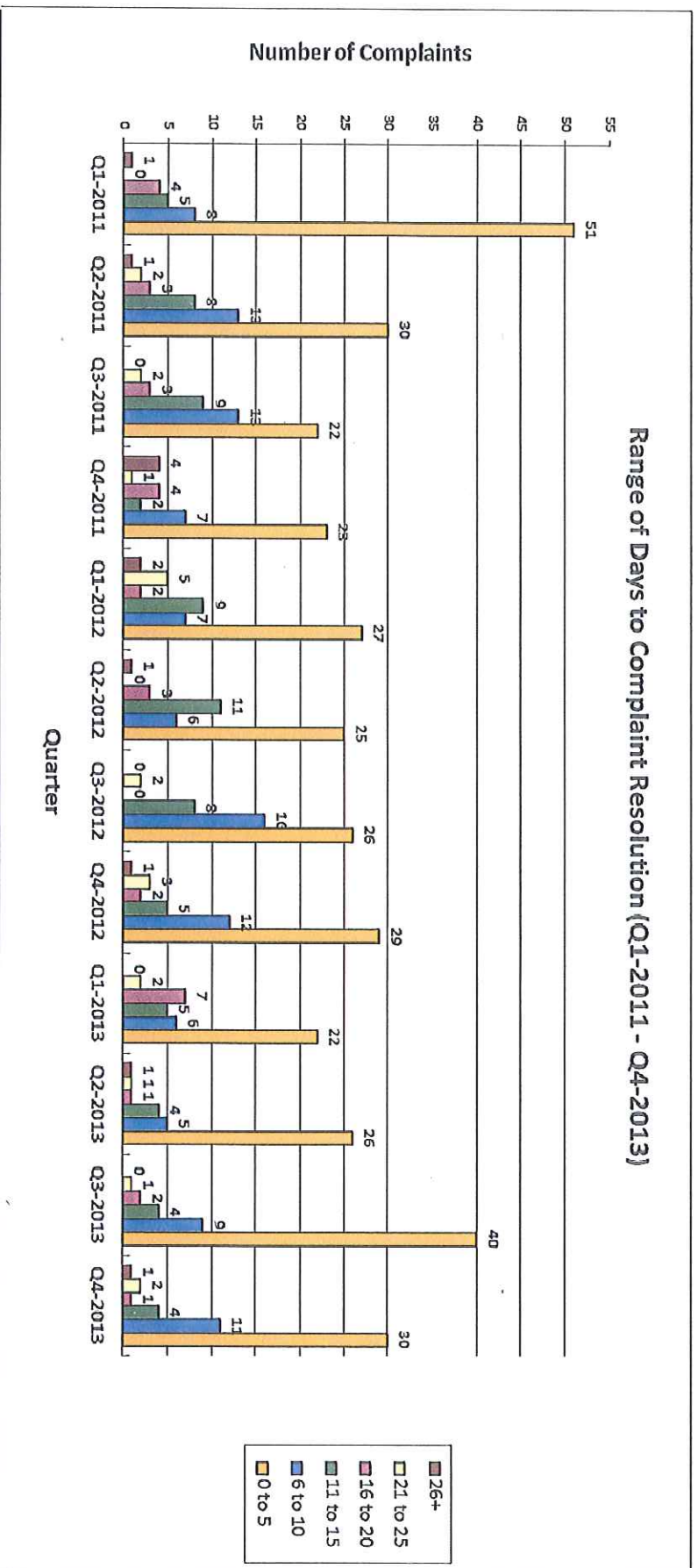
<b>Range of Days to Complaint Resolution* (July 1, 2013 – December 31, 2013)</b>							
<b>Status</b>	<b>0 to 5</b>	<b>6 to 10</b>	<b>11 to 15</b>	<b>16 to 20</b>	<b>21 to 25</b>	<b>26+</b>	
Resolved	70	20	8	3	3	1	
Referred	18	0	0	0	0	0	
Closed	0	0	4	3	0	1	
<b>Total</b>	<b>88</b>	<b>20</b>	<b>12</b>	<b>6</b>	<b>3</b>	<b>2</b>	
<b>Median</b>	<b>Average</b>						<b>Mode</b>
<b>2</b>	<b>5</b>						<b>0</b>

\*Totals do not include 4 pending complaints.



## Trending – (January 2011 – December 2013)

### Range of Days to Complaint Resolution



- Q1-2011 through Q4-2013:
  - Of the 603 complaints that were resolved:
    - 351 (58%) were resolved within 0-5 days (orange bar).
    - 464 (77%) were resolved within 10 days (orange and blue bars together).

## **Semi-Annual – (July – December 2013)**

### **Customer Satisfaction**

The Bureau of Milwaukee Child Welfare implemented a complaint resolution process on October 1, 2010. The Performance Review and Evaluation Section monitors the data to identify patterns or trends among the complaints. The objective is to resolve client complaints effectively and efficiently. PRES conducted customer satisfaction phone surveys with individuals who registered a complaint(s) between **July 1, 2013 and December 31, 2013**.

- Of the 123 complainants, 135 complaints were recorded.
- PRES attempted to survey 123 of 123 (100%) complainants.
- The survey results are shown below.

Survey Participants (July 1, 2013 – December 31, 2013)	
Complainants Surveyed <sup>1</sup>	62
Complainants Unavailable <sup>2</sup>	61
Total Survey Calls Placed	123

<sup>1</sup> Five (5) participants refused survey.

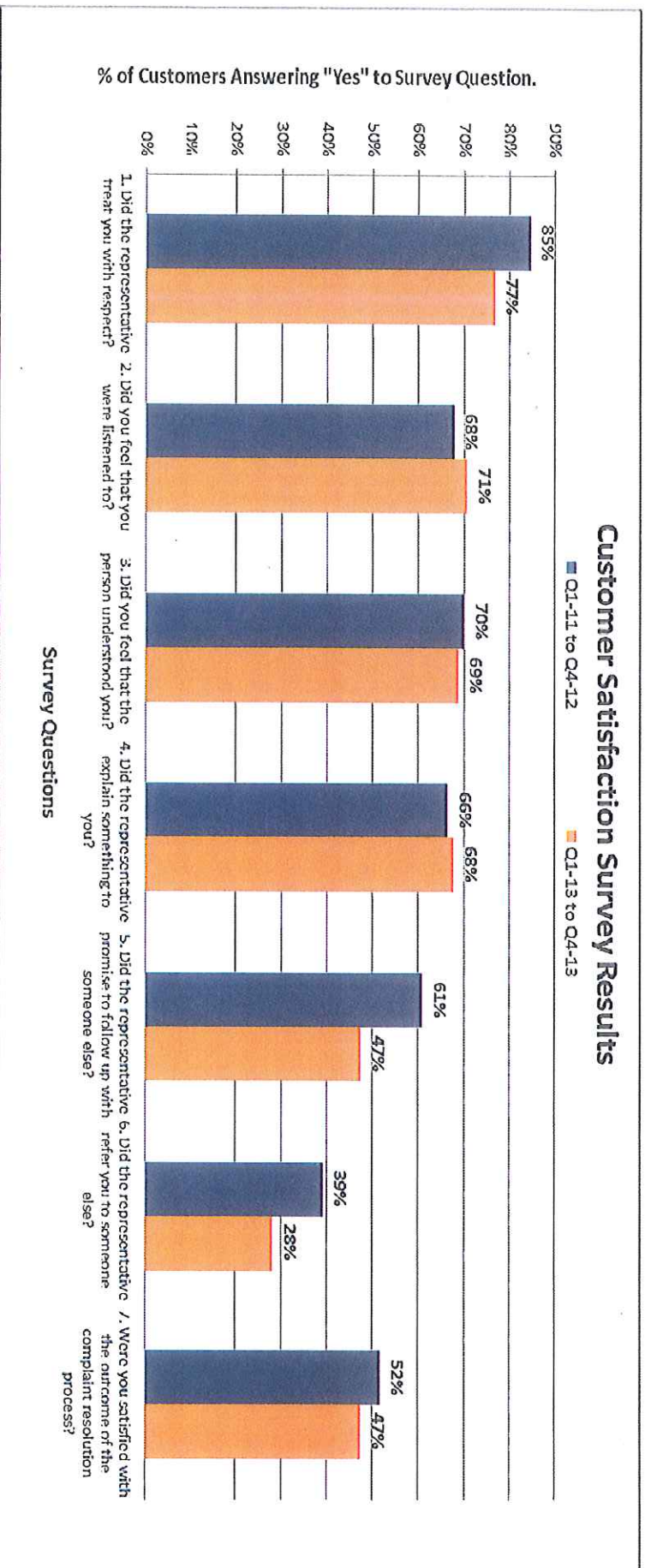
<sup>2</sup> Nineteen (19) phones were disconnected.

**Semi-Annual – (July – December 2013)**  
**Customer Satisfaction Survey Results**

<b>July - December 2013 Survey Questions</b>	<b>Yes</b>	<b>No</b>	<b>Somewhat</b>	<b>I don't know/remember</b>	<b>N/A</b>
1. Did the representative treat you with respect?	39 68%	18 32%	0 0%	0 0%	0 0%
2. Did you feel that you were listened to?	35 61%	22 39%	0 0.0%	0 0%	0 0%
3. Did you feel that the person understood you?	35 61%	22 39%	0 0%	0 0%	0 0%
4. Did the representative explain something to you?	31 54%	26 46%	0 0%	0 0%	0 0%
5. Did the representative promise to follow up with someone else?	35 61%	21 37%	0 0%	1 2%	0 0%
6. Did the representative refer you to someone else?	14 25%	43 75%	0 0%	0 0%	0 0%
7. Were you satisfied with the outcome of the complaint resolution process?	18 32%	39 68%	0 0%	0 0%	0 0%



## Trending – (January 2011 – December 2013) Customer Satisfaction Survey Results



- Between Q1-2011 and Q4-2013:
  - 677 customer survey calls were attempted.
  - 247 customer surveys were completed.
  - Average survey completion rate = 37%.
- When comparing Q1-2011 – Q4-2012 (blue bar) to Q1-2013 – Q4-2013 (orange bar):
  - There is a 5% percent decrease in customers who indicated they were satisfied with the outcome of the complaint resolution process.